



TeleConsult Group

Company Profile

About TCG



Name	TeleConsult Group aka TCG
Founding Year	2004
Services	Contact Center Outsourcing, BPO, Contact Center Solutions, HR Outsourcing, Process Improvement, Training and Technology
Teams	Customer Service, Business Development, IT, Finance, Training, Tech Support
Area Coverage	Global
Membership	Bangladesh Association of Call Center & Outsourcing (BACCO)
Web & Email	www.tcg.com.bd / info@tcg.com.bd
Contacts	+88 01683-786330 , +88 01883-051530
Address	1 st Floor, House# 01, Road# 15 (New), 28 (Old), Dhanmondi, Dhaka 1209

Overview



- * TeleConsult Group was created to help businesses achieve success with their contact center operations. Whether large or small, your contact center is the heartbeat of your company's customer experience and a critical component to your brand. Our company has over 12 years of extensive experience across many industry verticals. This experience enables us to quickly evaluate your company's current capabilities and systems and develop a detailed plan and course of action to get your business running optimally in record time.
- * At TeleConsult Group we truly want to become an extension of your business, not just another consultant. Whether you're looking to improve the performance of your operation or you're trying to find a call center provider that's the perfect fit for your business, our team is ready to help you take your company to the next level.

Message From Chairperson

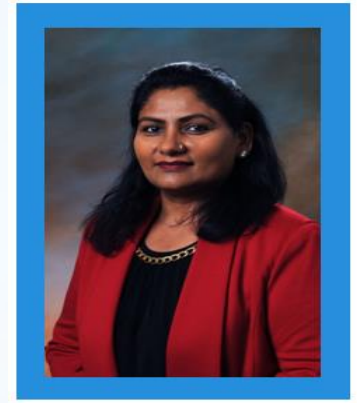


From humble beginnings, TeleConsult Group (TCG) was built on the principles of hard work, integrity and a strong desire to succeed- values which remain with us today.

Throughout this era, our ICT industry endured many changes that saw the industry evolve towards establishment of “Digital Bangladesh”; all changes that drove businesses to adapt. We at TCG, found ways to embrace these changes while providing our customers with a top notch service. Our values together with our vision helped us to confidently navigate through many changes that made us what we are today.

Today, TCG strives to be an integral part of our customers’ daily operations. Our decisions are centered on building lasting relationships and earning a level of trust that comes from years of industry experience. These are achieved through innovative technologies, consistent training, and finding improved efficiencies at every stage of our operations.

I truly believe that providing a best-in-class service and being a true one-stop-center has set TCG apart from our competitors. We use our own assets, service logistics, and custom developed software & manpower resources to serve our customers. Therefore, customers can expect to receive a consistent, high quality and complete experience every time.



Naila Chowdhury
Chairperson
TeleConsult Group

Profile of Chairperson



Naila Chowdhury lives in San Diego, originally from Bangladesh. She has 27+ years of professional, diversified, global management skills on economic empowerment of minorities and underserved mainly girls and women, in organizations both big and small.

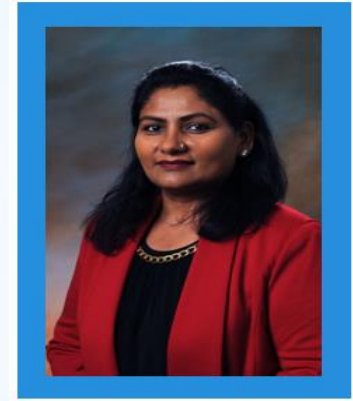
She began her career at UNICEF, Bangladesh and the Marie Stopes Clinic (UK), which sparked her life-long interest in women's rights, economic empowerment and human rights. She is the Director of Social Impact and Innovation at UC San Diego. She has been a prominent professional woman internationally in the field of humanitarian causes, especially with refugees & Human Trafficked survivors, Social impact and management. She was the pioneer of 24x7 call center in Bangladesh.

She was the first woman director of Grameen Phone Ltd and helped the company become the largest mobile operator in Bangladesh. As Synergy Expert and Director at Telenor, Norway, she replicated this success in the company's rapid progress and received professional recognition from INSEAD Business School (Paris). She has served as an advisor to the TPN Technology Network, partners of the Gates Foundation.

She has Master's and Executive MBA from Stockholm School of Economics, Senior Executive Leadership Development Diploma from National University of Singapore. Telecom Fraud Analyst from Cambridge University. She worked in several countries in South East Asia and Europe with Telenor the state owned Norwegian Telecom giant.

She sits on several Boards of prominent organization in USA and UN bodies like WEP Leadership Team Member, UN Global Compact & UN Women in Advisory capacity focusing on empowerment of the disadvantaged and vulnerable especially women. She is one of the founding Women, Fashion4Development, and works with First Ladies of the World. She actively supports Annual First Ladies Luncheon in New York during UN General Assembly. She is a Community Board Director of San Diego Union Tribune, Strategic Advisor, and Mission Driven Finance. Board Director, San Diego International Film Festival. Board Director-United Way of San Diego County.

Naila Chowdhury is the Founder & Chairperson of TeleConsult Group (TCG), established in Dhaka, Bangladesh.



Naila Chowdhury
Chairperson
TeleConsult Group

Mission, Vision & Values

MISSION

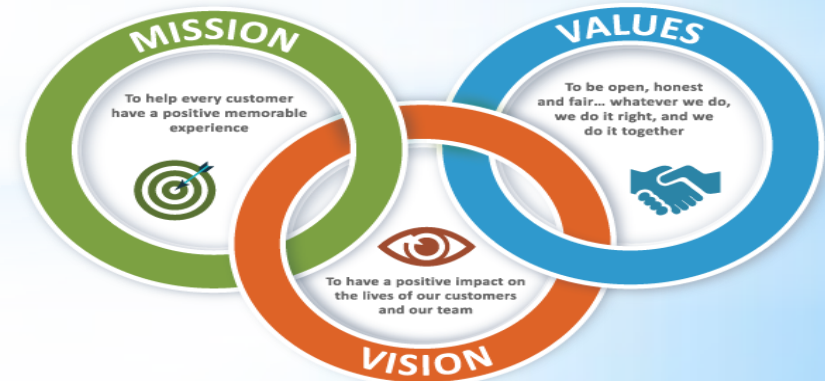
To provide our clients with a lower cost nearby solution that delivers a talented workforce with top quality service and outstanding customer satisfaction.

VISION

TeleConsult Group (TCG) strives daily to be the world's best value-based Call Center for Companies seeking a nearby solution. Being the world's best means providing exceptional call center value with highly skilled agents and outstanding customer satisfaction.

VALUES

- * Quality: Customer Satisfaction
- * Growth: Agent Development
- * Collaboration: Effective Communication
- * Responsibility: Continuous Process Improvement



Services

TeleConsult Group (TCG) provides “low cost” solution for your call center needs. This is not “Outsourcing”, rather your satellite facility becomes an extension of your existing operation and is managed by your team along with our monitoring as part of the overall workforce strategy.

TCG provides following services-

- ✓ Contact Center Outsourcing
- ✓ Contact Center Consulting
- ✓ Contact Center Solutions
- ✓ Contact Center Human Resource
- ✓ Contact Center Training



Contact Center Outsourcing



Our team at TCG knows the call center business from the inside out and we know we can make a real difference for our clients and their business. We're here to help you make informed decisions, minimize their risks, solve their problems quickly and easily, and position your company for long-term growth and success. We will take your company through all of the steps in the Outsourcing Lifecycle, and make sure your call center outsourcing initiative is implemented and sustained without all of the risks associated with it.

At TCG, we do the work for you, favorable pricing and more. We give you the information you need to minimize the headaches and make the smart choice for your business. Finding the right call center outsourcing solution can be complicated, stressful, risky and very time-consuming. Don't go it alone!



Why TCG

Our agent's field of expertise:

- Back Office Processes
- Technical Support
- Outbound Sales Campaigns
- Survey Calls
- Lead Management
- Inbound Order Processing
- Customer Care



Key advantages of our call center:

- World-Class Facilities and IT Infrastructure
- Call Center located minutes from your office
- Reduce Salaries and Overhead by 30%-60%
- Professional, Bilingual, Bicultural, and Motivated Agents
- Abundant and Skilled Workforce
- 24x7x365 Availability

Our In House Facilities

- ✓ Own Premises
- ✓ Workstation
- ✓ Server with Backup
- ✓ Skilled Human Resource
- ✓ Training Lab
- ✓ Professional Customer Service Training
- ✓ Dedicated Support Team
- ✓ Online UPS & Generator Backup
- ✓ Data Security
- ✓ Storage
- ✓ Cloud Server
- ✓ Fast Implementation
- ✓ Occupational Safety & Health
- ✓ 24x7x365 Service Availability



Sectors that Can Capitalize on Call Center Services



At today's world, almost every business organization can reap the benefits from Call Center Services- Government Organizations, Banking & Non-Banking Financial Institutions, Telecommunication, FMCG, E-commerce, Healthcare, Education, TV & Print Media, Telesales, Pharmaceuticals, NGO, Ride Sharing Service, Ticketing Service and many more.

Few Projects To Look At



ILO-DIFE Hotline: TCG hosted call center service for ILO Labor Helpline. After that we hosted DIFE Labor Hotline. We also hosted Labor Helpline with DIFE.

H&M: Counseling and other support for girls and women, within and beyond RMG sector. The Support Line project is a phone based helpline designed to provide crisis support for girls and women, by providing counseling and promoting awareness on human rights.

Robi & Banglalink Blood Bank: Blood donation hotline to track reliable blood banks and donors, and direct those in need to their nearest source including management of database.

PGCL: Pashchimanchal Gas Company Limited (PGCL) hotline for inquiry and solutions about gas services in Rajshahi Division.

T20 World Cup: Provide contact center based solution for online ticket booking and actual ticket sales for BCB Celebration Concert and International Cricket Council 2014 T20 World Cup opening ceremony and match.

Shwapno-ACI: Call center service for Shwapno customer service and customer survey.

SEIP-BACCO Training: Professional customer service training under SEIP, Ministry of Finance and BACCO to provide free skill development training to graduate trainees. TCG successfully completed training for 300+ trainees and continuing. TCG providing call center agents to Labaid, AB Bank and other reputed organizations thorough HR services.

Industry Associations



TeleConsult Group is a member of Bangladesh Association of Call Center and Outsourcing (BACCO). TCG hosts a professional skilled development training program on Professional Customer Service (PCS) which is organized by Skills for Employment Investment Program (SEIP) under Ministry of Finance, Bangladesh and BACCO.

Prestigious Clients



Contact Us



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See you soon!



THANK YOU

We thank you for visiting us today.
TCG team look forward to working with you.